



For Public Comment

Program Year 2003 and Program Year 2004 WIA Negotiated Performance Measures

The Workforce Investment Act requires states to use their negotiated levels of performance to manage programs for continuous improvement and enhanced customer satisfaction.

In determining proposed levels, states were asked to use the following data as a guide to set new standards.

- Program Year 2001 actual performance levels achieved
- Program Year 2002 negotiated performance levels
- Program Year 2002 3rd quarter report data showing actual levels achieved to date
- Government Performance and Results Act (GPRA) goals for PY2003.

In addition to reviewing the data listed above, the Regional Office weighed each proposed level against continuous improvement principles to determine acceptance/rejection of the measure.

The attachment provides detailed information regarding the final negotiated levels of performance.

A 30-day public comment period has been established for comments concerning this Five-Year Plan modification. Interested persons are invited to submit comments regarding this modification to:

Cindy Varner, Deputy Director
Arkansas Workforce Investment Board
320 Executive Court, Suite 302
Little Rock, Arkansas 72205
cindy.varner@mail.state.ar.us

These negotiated levels for Workforce Investment Act performance standards for Program Years 2003 and 2004 and all received comments will be available for public inspection Monday through Friday 8:30 a.m. to 4:00 p.m. at the above address. Interested persons may submit comments electronically or request a public meeting at the above address.

An electronic version of the modification request may be viewed on the Arkansas Workforce Investment Board's website at: <http://www.arworks.org>

All comments received by COB **August 18, 2003** will be forwarded to the Regional Office.

Arkansas's proposed WIA performance for PY03 and PY04:

Performance Indicator	Actual PY2000	Actual PY2001	Actual PY2002 Qtr. 3	PY2003 Goal	PY2004 Goal	PY 2000 Goal	PY 2001 Goal	PY 2002 Goal
Adult Entered Employment	76.0%	83.9%	83.1%	83%	84%	68%	71%	75%
Adult Retention Rate	79.3%	90%	89.3%	88%	89%	78%	80%	82%
Adult Earnings Gain	\$4,125	\$4,313	\$3,558	\$3,600	\$3,700	\$3,000	\$3,240	\$3,500
Adult Credential Attainment	47%	58.4%	70.2%	62%	64%	50%	52%	55%
DW Entered Employment	88%	89.7%	90.1%	89%	90%	77%	80%	84%
DW Retention	86%	96.1%	96.6%	96%	97%	90%	91%	92%
DW Earnings Replacement	97.5%	122.3%	114.0%	99%	100%	97%	101%	103%
DW Credential Attainment	50.4%	69%	70.6%	70%	71%	50%	52%	55%
Older Youth Entered Employment	80%	70%	82.6%	75%	76%	68%	71%	75%
Older Youth Retention	72.1%	83.3%	81.8%	82%	83%	79%	81%	83%
Older Youth Earnings Gain	\$2,965	\$3,668	\$3,896	\$3,600	\$3,700	\$3,500	\$3,775	\$4,075
Older Youth Credential	31%	36%	43.8%	44%	45%	50%	52%	55%
Younger Youth Attainment Rate	96.1%	86.6%	91.5%	81%	82%	72%	76%	80%
Younger Youth Diploma Rate	100%	55.6%	81.7%	60%	61%	55%	58%	61%
Younger Youth Retention Rate	34.8%	63.7%	42.9%	58%	60%	54%	57%	60%
Customer Satisfaction - Participant	80.2%	81.8%	71%	78%	79%	68%	73%	78%
Customer Satisfaction - Employer	64.1%	62.7%	75%	75%	76%	66%	69%	72%

U.S. Department of Labor



Employment and Training Administration

Dallas / Denver Region IV
 Dallas Regional Office Denver Affiliate Office
 525 Griffin St., Room 317 1999 Broadway, Suite 1780
 Dallas, Texas 75202 Denver, Colorado 80202
 P.O. Box 46550
 Denver, Colorado 80201-6550

June 25, 2003

Ms. Jane English
 Executive Director
 Arkansas Workforce Investment Board
 320 Executive Court, Suite 302
 Little Rock, AR 72205

Dear Ms. English:

The purpose of this letter is to confirm the negotiated levels for the Workforce Investment Act (WIA) performance standards for Program Years 2003 and 2004, as agreed upon in our negotiation. The agreed upon performance standards are based upon the documentation submitted, our discussions and negotiations.

Please ensure the enclosed negotiated performance levels are incorporated into the State's five-year strategic WIA Plan. The State's Plan is subject to the same public review and comment period as the original Plan. Please submit an original and three copies of the State's modification request along with any comments received by the State to this office no later than September 1, 2003, to:

Mr. Joseph C. Juarez
 Regional Administrator
 U.S. Department of Labor/ETA
 525 Griffin Street, Room 317
 Dallas, TX 75202
 Attn: Kajuana Donahue

We look forward to the coming years with the Arkansas Employment Security Department, as we enter into years four and five of WIA.

Sincerely,


 JOSEPH C. JUAREZ

Regional Administrator

Enclosure - EIMS Sheet



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Summary of Negotiated Levels of Performance Example

Report run on: 24-JUN-03

Main Name: AR

Regional Office Contact Kajuana Donahue
Phone Number: (214) 767-2154

Performance Measure	Negotiated Levels of Performance				
	PY2000	PY2001	PY2002	PY2003	PY2004
Dislocated Worker Program Performance Measures					
1. Entry into unsubsidized employment.....	68.0%	71.0%	75.0%	83.0%	84.0%
2. Retention in unsubsidized employment..	78.0%	80.0%	82.0%	88.0%	89.0%
3. Earnings gains for those in unsubsidized employment.....	\$3,000	\$3,240	\$3,500	\$3,600	\$3,700
4. Attainment of a recognized credential following occupational training or education by those in unsubsidized employment.....	50.0%	52.0%	55.0%	62.0%	64.0%
Dislocated Worker Program Performance Measures					
5. Entry into unsubsidized employment.....	77.0%	80.0%	84.0%	89.0%	90.0%
6. Retention in unsubsidized employment..	90.0%	91.0%	92.0%	96.0%	97.0%
7. Earnings replacement rate.....	97.0%	101.0%	103.0%	99.0%	100.0%
8. Attainment of a recognized credential following occupational training or education by those in unsubsidized employment.....	50.0%	52.0%	55.0%	70.0%	71.0%
Older Youth (aged 19-21) Measure					
9. Entry into unsubsidized employment.....	68.0%	71.0%	75.0%	75.0%	76.0%
10. Retention in unsubsidized employment..	79.0%	81.0%	83.0%	82.0%	83.0%
11. Earnings gains for those in unsubsidized employment.....	\$3,500	\$3,775	\$4,075	\$3,600	\$3,700
12. Attainment of a recognized credential relative to achievement of educational skills by participants who enter post-secondary education, advanced training or unsubsidized employment....	50.0%	52.0%	55.0%	44.0%	45.0%
Younger Youth (aged 14-18) Measures					
13. Attainment of basic skills and, as appropriate work readiness or occupational skills.....	72.0%	76.0%	80.0%	81.0%	82.0%
14. Attainment of secondary school diplomas and their recognized equivalents.....	55.0%	58.0%	61.0%	60.0%	61.0%
15. Placement and retention in post-secondary education, advanced training, military service, employment, or qualified apprenticeships	54.0%	57.0%	60.0%	58.0%	60.0%
Customer Satisfaction Performance Measures					
16. Customer satisfaction for participants.....	68.0%	73.0%	78.0%	78.0%	79.0%
17. Customer satisfaction for employers.....	66.0%	69.0%	72.0%	75.0%	76.0%